

### CDO Waiver Process Flow

1. Consumer/representative contacts the Assessment Agency.
2. Assessment worker goes to the consumer's home to complete the assessment (MAP 351). (For consumers new to waiver services or those needing recertification)
3. Assessment worker calls QIO (800-807-7840) and obtains verbal level care. (For consumers new to waiver services or those needing recertification)
4. Assessment worker faxes completed MAP 350, MAP 109 (for existing waiver consumer) and completed MAP 351 including level of care certification number and dates to Support Broker Agency.
5. Support Broker makes home visit and completes MAP 350 (for new waiver consumer), MAP 109 including the Support Spending Plan, MAP 10 (doctor's endorsement of meeting level of care (HCB and ABI only)) and any required agency forms regarding HIPPA and Confidentiality. Sends MAP 9 to physician for signature. The Support Broker becomes case manager of record at this point and copy of MAP 2000 with date to begin Support Broker and end case management filled in faxed to case manager.
6. Employees are identified by consumer and criminal record checks completed. Employees complete W-4, I-9 and all required employment documents. Training on Abuse, Neglect, Fraud and Exploitation is provided by Support Broker. Any additional training required of employees by consumer is completed.
7. Support Broker faxes the MAP 109, MAP 350 and MAP 351 to QIO for approval. MAP 10 submitted to QIO within 30 days of date above faxed.
8. Services are prior authorized to begin by QIO.
9. Support Broker faxes MAP 2000 to QIO and Traditional Provider to designate end date of traditional services and start date of CDO services.
10. Services begin.

The support broker is to review with the consumer all employer forms and information as well as provide training on Person Centered Planning and Abuse, Neglect, Fraud and Exploitation to the consumer at any time prior to step 7 in the flow process.

Once the Prior Authorization is issued the Support Broker is to provide a copy of the MAP 109 to the consumer or the designated representative and inform the consumer or the designated representative that all documents are available upon request.